

I.S.P.C.

March 10, 2005 Meeting Minutes

Attendees: *Doug Thomas, Randy Ober, Ken Kuszak, Terry Lowe, Ray Stevens, Dave Kroeker, and Don Herz*

Technical Support:

Multiprise - 2086 Migration Plan

Due to an IBM announcement that the current CPU/OS goes unsupported in March of 2007 we are looking at a migration in the near future.

IBM has an offer on the table for the first quarter of this year. We are looking at a processor that is 23% reduction in what we currently have. That would make us run at today's utilization about 68% prime shift. The processors have no trouble running at 60, 70, 80% utilization and still servicing customers very well. The goal is to have no on-line user know that we made a change. Our response time may go up a little bit, but hopefully that would only be internally.

We asked IBM for an extension on the March 31, advertised deadline. IBM also has a rule that it has to be in production in 30 to 45 days. We are confident that we will get both of these concessions but that certainly is not in stone.

What we want to do in this same migration is decommission our old Token Ring controllers that includes sixteen users in the Co/Ci Buildings and Hall of Justice. The remote controller at PW (one user), and Lancaster Manor, a remote site for printing. We will need to make that a file transfer instead of a remote job entry (Manor job). The State of Nebraska line will be relinquished totally. (The state pays for that line, so there are no budget ramifications to the City or County).

Outright Purchase versus Financing over Five Years

We estimate the total cost of the CPU and Disk Storage to be in the neighborhood of \$315,000 up front, or financed for a five year period at \$3,913/month. Overall, with reduction of IBM software maintenance costs, we will end up saving a net of about \$2,000 a month for the first three years. The incentive is a thirty-six month incentive after which time we go back up to existing software costs. Then there is the reduction in year six and beyond (savings of \$3,494).

Future "Right Sizing" of 2086

Day one will have a 46 MIP (Million Instructions per Second) processor, currently our CPU is a 60 MIP processor. On attractive option is that with this box we can up size it or downsize it for a one time cost of \$25,000. So, when OASIS and Elections leave, and if we lose anything else like a payroll, we can, for a one time fee of \$25,000, reduce the size of this processor and get other software and hardware cost reductions.

Other Migration Ramifications

We would also like to, along with the 2086, get a storage area network device from IBM, (Shark Unit). A unit that can handle a disc for all of our applications, whether its on a PC server, AS/400, Mainframe, almost any platform can use that storage with adapters. The minimum is a 1.6 tb (Terabit) unit, the mainframe would only use half of that, the other half would be available

for other platforms. We would migrate the other systems over time, not all at once. We did include \$25,000 in the city general expense and \$25,000 county general fund to help support this SAN purchase in 05/06. This is the best solution because it covers all our platforms. What we need is disc, day one, for the new processor since unlike the current one, it is not built into the same device. The storage is configured such that when a department is running tight on storage, more storage can be allocated to them on the fly. When the unit itself starts getting short on storage we can install additional drawer(s). The management of the storage is better because you do not have to over buy to ensure adequacy, and you can reallocate when needed.

Saturday AM Cut Over (Diesel Generator)

Early Saturday morning (5am), We are going to put the diesel generator (that was used by the police) in place. The generator will be in line with the feeds going into the computer room. There are two different steps to this process: 1) disconnect the electrical service going into the computer room, at which point we will be on UPS power for about five minutes while they unhook our present building power and hook up temporary power. 2) Get the diesel generator in line with our present feed. Disconnect the temporary power and hook back up the power with the diesel generator. There will be two periods of five to ten minutes for this, our UPS looks good and we should have no problems with the battery power. When the transfer switch on the generator realizes that the power is out it will start the generator and run for about 60 seconds to get the rpm running smoothly and to get the generator to produce a steady electrical voltage. There is a switch that watches for that and when the time is right it will kick the generated electricity into the building. The UPS can only run for about 30 to 40 minutes, thus, the generator is vital to deal with any extended outages (ie storm of 97).

EEOC Complaint (Operator's Lifting Restrictions)

In December of 2003, an operator hurt their shoulder by lifting a box of paper. It is in the job description that an operator needs to be able to lift up heavy boxes, (it used to actually say up to 50 lbs). The operator something pop in her shoulder and ended up having surgery in April of 2004. She has been on light duty ever since then. For a period of time she was progressing through lifting over the course of April to November of 2004. She went from five pounds, to ten, then to fifteen, then back to ten again. She is currently sitting at 15 lbs to lift and twenty to twenty-five to push or slide. Any time she was scheduled to work alone for the evening we would take the boxes of paper a part and break them into three or four segments so she could load smaller weights more frequently. We did this several times over the course of fourteen months. In addition, she wasn't able to unload pallets and put paper away either. The city rule is that you can only be on light duty for twelve months. After that if you cannot perform your job duties you must be terminated. Recently, Risk Management instructed us that this was the policy. She has filed a discrimination complaint against us on the grounds of her having a disability. We have a meeting about this at 2PM today with the Personnel Director, and the Assistant City Attorney to start to gather information to respond to the complaint. It is our understanding that when everyone has the same job description everyone is expected to perform the same job duties. In addition, according to Risk Management,

she was not progressing in her ability to lift, therefore some action should be taken.

Administration:

Budget

We are receiving some changes from people, so people are looking at the core charges, the equipment on maintenance, e-mail accounts, so that is good.

HIPAA

Policy Drafts

Doug handed out HIPAA policy drafts. The tentative table of contents to HIPAA Security handbook is included to give an idea of what all is included in the handbook. All of the policies (sixteen at this time) have been done in a rough draft form. Only the first six or seven are enclosed because they are in a more polished, finished form.

Mental Health's Server

We are going to start handling Mental Health's Server processes and they (Judy) seems pretty happy to let it go. Every time someone goes on site she asks if we are there to take the server away?

Lancaster Manor's AS/400

Lancaster Manor is not really interested in us handling their technology, they prefer to handle their own with the assistance of CCS. This comes down to a County Board decision and whether they want to follow all of the consultants recommendations or not. We feel that things can be improved regardless of the location of the AS/400 and will support whatever decision the Board ultimately makes.

Health Department Servers

When we were going through the HIPAA training a little over a year ago, Kathy Cook seemed very much in favor of moving all of their servers, etc. back to us once the fiber optics were in place. Much like the Manor, this is really a decision to be made by Bruce Dart and or the Mayor, Council. I think that at this time Cathy is more inclined to leave things like they are.

Networking:

Public Access in Chambers (wireless)

Jonathan Cook has requested public internet access be established in the Chambers if it isn't too costly. Originally, the Journal Star came to Doug with the idea of being able to sign on to the City/County network, to get on the internet. That is totally contrary to anything we've ever done, and since we don't control their level of anti-virus etc, we weren't inclined to support this. The last thing we need is someone introducing a virus to our network through such an activity. We did suggest perhaps a public access point could be established. Soon after Jonathan approached Doug with this, so they must have gone to Jonathan Cook. Frankly, this will be a nice service and the up front cost will be less than \$1,000 with no recurring costs.

We have been installing and testing this and it appears to be very close to making available. We certainly expect to have it operational before next months ISPC meeting.

Public Defender request for Road Runner (perhaps wireless)

*The Public Defender has asked us for a internet connection outside the firewall, just like LPD and LSO. They feel they need to be out on the internet to get to some addresses that we currently filter out (namely eBay). The wireless access established in the Chambers may also be a cost effective alternative for them. We could put a wireless unit in their office. They could have a machine that is stand alone that **cannot be connected to the network**, if it is used in this wireless solution. The access is un-frittered, there is no authentication, no encryption, it is the coffee shop model that we are installing in the chambers.*

New CISCO Core Router (on order)

Tim Storer was out at Ashland-Water the other day getting the Ashland server upgraded to 5.1. It went well. This need to be done before we could install the new router, as it won't support the same type of connection as the old router. By going to the new DSL Ashland Water will also be saving several hundred dollars per month on the communication line.

From our perspective this new router has a first year payback (Purchase \$9,770, annual Maintenance savings of \$10,500), plus it is more manageable and has more switching functionality.

We continue to work with LES to change their old token ring connection to a faster ethernet connection. This is also required to install the new router. We will be installing another small router, as will they to secure this new ethernet connection. The cost of these devices are less than \$1,000.

PC Support:

LOTUS Notes Archiving:

We are now archiving all Lotus Notes e-mails on to DVDs. Prior to this the backups would not contain any e-mail that was deleted during the day. The new backup is a log of every e-mail that goes through Lotus Notes. We will keep a one week log and burn it onto a DVD, thus becoming long term storage as recommended by the Secretary of State. This method makes retrieving much easier than the old tape method. In addition, we can do it at a fraction of the costs. Unfortunately we have other types of mail out there, so this isn't the cure all.

Dell Printers

Dell has recently got into the printer business. Ken is going to order one for the County Assessor to try and one for himself to test as well. They have different warranty levels, where HP only has a one year warranty. The Dells come with one, two, three, or four year warranty. Some of the Dell printers with a three year warranty are the same price of the HPs that have been purchased with a one year warranty. The print cartridges are about 60% of the HP price. These are laser printers. Also, the print cartridges have to come from Dell, you can't buy them anywhere else. This could end up being a real cost savings in the printer area.

Thin Clients [Novell- Password]

We continue to perform testing on the Thin Clients. We ran into a problem on Novell

with the password change. It wasn't a clean and easy change, you would have to know your "entire log in" and most people would not know what that is. Bob is working to solve this problem. The County Assessor is anxious to start using Thin Clients, but we are a little ways from that yet. We want to make sure that they are the best way to go, and want to thoroughly test them in IS before we involve any other departments. A vendor is coming in that sells software that allows for better management of Thin Clients. This software allows you to have both version of Adobe, Pro and Std, where we had been running into the problem of the Thin Client not recognizing and allowing the use of both. The product is called Soft Grid.

Redundant Oracle Servers (TRIM)

TRIM is up and running on the Redundant Oracle Servers, as well as several in house Oracle applications. The fail safe has been tested and appears to work well (just like advertised).

Applications Development:

Joint Purchase of Aerials (GIS)

We have something in the works for this, it is about \$50,000-\$60,000 between the City, County, LES, LPS/NRD and the State. Jim Langtry is coordinating it with the vendor, with payment being routed through IS. The Assessor, Public Works, Building and Safety, and LES have all committed some dollars to this project.

Master Plan Consultants

We had the GIS people from Plan Graphics out of Kentucky in last week, they are doing interviews with all the city and county departments. Their goal is to provide a draft of a long term visioning statement to formalize our G.I.S. direction and structure. If we have a draft in time we'll bring it to next month's I.S.P.C. meeting.

Web Support (CIC/Nick)

Effective next week I.S. will once again be the primary support and provide oversight to the web site. We are going to give one of our System Analyst Programers (Nick), the primary role in this endeavor. Nick developed Applicant Tracking System using Oracle 9i products for Personnel. His development efforts also included all the web components. He has really proved himself to be an invaluable developer with outstanding skills in many different areas. He has also agreed to assume the LOTUS Notes Administration duties as well. We thought we could go ahead and let Nick handle this web support stuff for now as there isn't much new information being developed for the site. We might be looking at an intern in the Diversity Program the City has (through Joyce).

Parking Ticket System

We are now testing the wireless units that go out in the field with the Public Service Officers, the coding of the application is nearly complete. There has to be uploads and downloads of all the scoflaw stuff, all the tickets that are written during the day. They have to be written through the wireless part in real time, they also have to be put on the

device in case they didn't transfer correctly. If the network goes down and tickets have to be written all day, they still have to off load those and the end of the day. They are in the tail end of getting all those processes to work as a backup system in case the AT&T network fails. We hope to have some field testing in March and April. If the PSOs like them then we will go live about a month after that, probably early May.

Applicant Tracking

Applicant Tracking has made such a positive impact that we have decided to do a case study on it. Personnel and IS are going to go back to all the old processes and compare them to what we are doing now. We anticipate the ROI to be extremely successful. We are getting more people applying with less effort needed from their staff. There has also been a four day reduction in cycle time from the time that the jobs close to the time that ratings are complete. We have had nothing but positive feedback from everyone. Internally and externally Applicant Tracking has been an absolute success.

There was a problem with Internet Nebraska not letting our App Track automatic responses go through. The e-mails were not recognized and bounced back. People were not getting notification as to the status of their application. That has been fixed after they made an adjustment to their security settings at Internet Nebraska.

Public Works/Finance Imaging including Antelope Valley

There was a problem with JD Edwards/People Soft that was not allowing some people to drill down and view the images that had been scanned. We have written a script and have shown Fran at Public Works how to do this. There is no money involved, and the Konica scanners can be used. Fran thought it was great. Part of this is for the federal grant reporting. It is required that those documents be held X number of years after the project. This capability has some potentially far reaching ramifications.

Election System Migration/Conversion

The Election System Migration is going well, the State should still have this in production this summer or early fall.

Point Cover (Universal Addresses)

We had a meeting with Building and Safety, County Engineering, and Planning. They are creating a Point Cover in the GIS system that will be the major Address System for all of our City and County applications. They will be fully responsible for all maintenance of this file.

Fire/P.R.I.M.E.

We have received some positive feed back on the new training module that has gone into production. There is a plan to train 300 firefighters. The next module of this application will be moved in to production over the summer which is the fire employment system.

General Assistance

We are in the process of completing a requirements document for this system. We are now working on a Prescription Modification for the current system.

ACTION/Accela

Until next week it is fifty-fifty as to whether we are going to go with Accela, or not. It depends on the cost for the product, cost per seat, plus the flat rate for any service. This product is evidently already in existence, it is already a module in Accela Automation (a new web based environment that is different from Accela Office Automation). They want everyone to migrate to this new module. They are making it backward compatible for Permits Plus customers. By this summer there will be a interline ACTION Center, whether or not it is completely blended into Accela or not, or whether we develop it ourselves, it will be there.

City Clerk Upgrade from 9i to 10g

10g is the new operating system for Oracle. There is a significant difference between 9i and 10g. The City Clerk's document system is what has been moved over to 10g first. It has been built and currently going through a tuning phase.

Next Meeting

April 14, 2005